



Welcome Home

Our Office is Located at:

201 W. Main St.

Carmi, IL 62821

office hours:

Monday - Friday 9 a.m. - 4 p.m.

Closed Weekends & Major Holidays

phone numbers:

618-384-6444 Office

618-384-9405 Cassie

website:

www.rentsouthernil.com

We have compiled some valuable information for you in this welcome packet and encourage you to take time to read through it. It should answer many questions that may arise.

Please save this packet for future reference.

Inside This Packet You Will also Find:

*Tenant Move-in Inspection Form - This is for you to note any cosmetic defects in the home so that you will have documentation of it upon moving in. Southern IL Rentals does do a full inspection, but tenants should always complete one for themselves also. Please keep in mind that rental apartments and homes are not typically new construction and will have minor flaws.

This form is due to our office within 5 days of your move-in date. Additionally, you are required to have all utilities for the property turned on, in your name, effective on your move-in date. This includes electric, water, and gas (if applicable). If you are unsure who the providers are and what services are needed, please ask in our office or call or text Cassie.

How Do lease renewals Work?

You should contact Southern IL Rentals 6-8 weeks prior to your lease expiration date to let us know what your intentions are. You may do so either by calling our office or Cassie.

*Election Not to Renew - Should you decide to move when your lease expires, you may use the form on our website, rentsouthernil.com. You may also send in a signed 30-Day notice in writing. Notice will only be accepted if it has signatures of all persons on the lease and is turned in on or prior to the 1st day of the month you intend to move out. Please also follow up with a call or text to Cassie at 618-384-9405.

How Should I contact Southern IL Rentals?

Texting or calling is the best way to get a hold of us. During office hours, you may call our office at 618-384-6444. You may also call or text Cassie at 618-384-9405. If we are busy or assisting another tenant, please leave a detailed voicemail or text, and we will call you back within 24 business hours or sooner, if possible. We are on both phones throughout the day and do not know you call unless you leave us a voicemail or text message. Calling several times in a row will not expedite your chance for faster service.

When is my Rent Due?

Rent is due on the 1st of every month before 12:00 p.m. and is considered late after that. Late fees will begin to accrue at 12:00 a.m. on the 5th of the month. Late fees continue to accrue until your account is paid in full. Postmarked/postdated envelopes are not considered on time rent payments; the payment must be physically in hand (or paid online) on or before the due date to be considered an on time payment.

How can I pay my rent?

Payments may be made in person at our office during business regular business hours. You may also pay online via your Rentec Tenant Portal. Please call our office if you need assistance setting up your tenant portal or would like assistance setting up automatic monthly payments.

What are the late fees?

A \$35 late fee will be applied to your account at 12:00 a.m. on the 5th of the month. An additional \$10/day late fee will be applied to your account at 12:00 a.m. each additional day that your rent payment is late (up to \$105). Late fees will continue to accrue until the account is paid in full. An eviction will be initiated on the 15th of the month if your rent has not been paid in full.

Can I get a pet after signing my lease?

For some properties, yes. However, some of our properties remain a strict pet-free zone. Please inquire with management if you have any questions about this. If a pet is permitted in your rental, a non-refundable \$150 pet deposit is required. Additionally, there is a \$75 per pet/month rent fee. Housing an unreported pet in your rental property is grounds for immediate eviction.

How do I fill out a maintenance request?

All maintenance requests are to be submitted online at www.rentsouthernil.com. Please allow 24-48 hours for maintenance to respond. **If you encounter a maintenance emergency, please call our text us.**

Maintenance responsibilities/procedures:

*What if I have a maintenance emergency? - If you encounter a maintenance emergency in the home, please submit a maintenance request at rentsouthernil.com. You may also follow up with an after hours call/text to Cassie at **618-384-9405**. Please note that an emergency is a flood, fire, or other dire circumstance that can put you or the property in danger. In case of fire or other highly dangerous situations, please call 911 immediately, and notify Southern IL Rentals after that. If your matter is not considered an emergency, please expect a response by the following business day.

*Air Conditioning - Troubleshooting/ Policies/ Tenant Responsibilities: 1-

If your AC is not working properly, you should first check the breaker.

2-If your AC is not cooling, shut the unit off and leave it off for about an hour. Then, turn it back on to see if it begins cooling.

During the summer months, AC units can overheat causing them to freeze up and sometimes need to be defrosted. Overheating is caused by setting temperatures too low (74 and below). If neither of the above solutions fixes your AC issue, then please be sure to submit a maintenance request.

We recommend that you run your system (heating & cooling) as normal during the cooler/warmer months prior to excessive hot or cold weather. This way, if there is an issue, we can address it before it become an emergency.

If your AC unit is out and there is only one unit in the home (& if the outside temperature is over 100 degrees), you will be allotted a \$60 credit per night for a hotel until the unit is fixed. Typically AC repairs are made within 24-48 hours. If your AC unit goes down after 6:00 p.m., and you have followed the instructions above, and the outside temperature is over 100 degrees, you are permitted to get a hotel room for that night without prior authorization from Southern IL Rentals management. Southern IL Rentals will credit a MAXIMUM of \$60 for one night of hotel stay, as long as you are able to provide a hotel receipt. Any stays after the first night must be approved with management.

*AC Filters - Tenants must change AC filters every 30 days. You may use any filter you choose. If AC filters are not changed frequently enough, they can clog the AC and/or

heating unit and cause damage. You (the tenant) will be financially responsible for any necessary repairs due to negligent filter maintenance.

*Any Other Filters - Tenants are responsible for replacing any fridge/reverse osmosis/soft water system, or any other filters required at the rental property. If your equipment does not state how often or what type of filter you need, please research online. Water Softeners are also required to be maintained with salt.

If our maintenance crew notes filter negligence on any of your systems, you will be given a 5 day notice to correct the issue. If the issue persists, there will be a \$50 fine applied to your rental account.

*Garbage Disposal - If your disposal is not working or seems jammed, you need to ensure that it is free and clear of all debris. Then, push the small reset button at the bottom of the disposal under the sink. NEVER put your hand in a disposal that is not unplugged. DO NOT put Drano or Liquid Plumber down a garbage disposal because this will ruin it. If our maintenance crew determines that your disposal has been damaged due to improper use, you will be charged necessary replacement costs.

*Paint and Walls - You are required to leave the walls in the apartment or house in the same or better condition than when you moved in. If you would like to paint anything in your rental unit, you must submit a written request and receive written approval from management prior to painting. Nails, screws, tacks, and holes in the walls are not allowed. Command Strips are the only fixtures allowed to be on walls. Putting holes in the walls will result in the loss of your security deposit.

*Smoke Detectors and Lightbulbs - Tenants are responsible for changing smoke detector batteries as needed. Tenants are also responsible for replacing all light bulbs when burn out.

*Landscaping (where applicable) - Landscaping is the responsibility of the tenant. You need to ensure that all trees, bushes, and shrubs are trimmed adequately and in a timely manner. All weeds are to be pulled in a timely manner. You are responsible for keeping your yard neat and clean. There is to be absolutely no driving across any grass areas. Doing so will result in a \$350 fine.

If your property receives landscaping services, per your lease agreement, you are still responsible for reporting any issues you have to management to help ensure that the property is being maintained properly. If your yard is inaccessible at any time for service, you will be charged, and your yard will not be cleaned until the next scheduled service. Pets are to be contained on service days.

*Leaks - Troubleshooting/ Tenant Responsibilities -

If you have a toilet running, leaking, or overflowing, shut off the toilet valve immediately to prevent further damage. (The valve is the ladle near the floor on the water line connected to your toilet).

If you have a leak under the sink, be sure to shut off the water to the sink immediately.

If you cannot get the leak to stop after the valve is shut off, or have a flood, you need to contact the water company for an emergency shut off. Then, contact Harms Properties management after that.

*Plumbing - If you have any kind of backup in the house, you will need to try Drano (no sinks) and a plunger prior to sending in a maintenance request. Any backups caused by tenant hair, debris, personal hygiene products, etc. will be fixed at the expense of the tenant.

*Tenants are responsible for any damages that they cause. If tenant jams the garbage disposal, the toilet, or any other item that is due to your cause or negligence, you will be required to pay the maintenance bill for repairs.

*If tenant does not keep a maintenance appointment that has been scheduled (no call/no show) or calls to cancel, tenant will be responsible for the service fee for the missed appointment (in addition to the subsequent maintenance bill).

Lease Breaks:

In order to break your lease, you will be required to buy out half of your remaining lease and forfeit the deposit. If you have unforeseen circumstances and need to break your lease, you are responsible for the rent, utilities, and all other costs associated with the apartment/house until a new occupant takes possession. Please call our office or Cassie to discuss these options, should the need arise.